GENESYS™

API Reference

Query Interactions

12/15/2025

Query Interactions

	• GET /customers/${customer_id}/interactions
	• GET /services/${service_id}/interactions
	• GET /interactions/${interaction_id}
	Available since 8.0.100.000

Contents

Description

Retrieves multimedia interactions and their data.

Operation

Queries Multimedia Interactions

ID	CV.WS.IXN.2
Method	GET
URL	1. By Customer: /customers/**${customer_id}**/interactions 2. By Service: /services/**${service_id}**/interactions 3. By Interaction ID: /interactions/**${interaction_id}**

Name	Type	Mandatory	Description
URI Parameters			
${customer_id}	string	yes if query is by customer.	Customer ID, required for URI 1.
${service_id}	integer	yes if query is by service.	Service ID, required for URI 2.
${interaction_id}	integer	yes if query is by interaction.	Service ID, required for URI 3.

💡 The output sample shows a "structured_text" parameter which provides a URL to the structured text content (which is not returned as part of the query): the user application performs a separate GET to the given URL.

Similarly, the following URLs are available for GETting interaction content:

- /interactions/${interaction_id}/plain_text
- /interactions/${interaction_id}/structured_text
- /interactions/${interaction_id}/binary_content

Response

The Context Management Service API answers with HTTP codes for every request. The following table shows the correct response for a successful request. See HTTP Response Codes and Errors for further details on the possible codes that this operation can return.

<table>
<tr><th colspan="2">Response</th></tr>
<tr><td>HTTP code</td><td>200</td></tr>
<tr><td>HTTP message</td><td>OK</td></tr>
<tr><td>Body</td><td>An array of one or more Interaction Resources.</td></tr>
</table>

Example

Operation

```
GET http://ucshost:8080/interactions/00001a57JGQ00BW8
```

Result

```
{
  "external_id" : "00AF4A7951D60009",
  "established_date" : "2009-08-05T09:33:15.000Z",
  "text" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/plain_text",
  "media_type" : "chat",
  "udata" : {
    "RTargetTypeSelected" : "2",
    "RRequestedSkillCombination" : "",
    "ChatServerHost" : "SUITE80",
    "CustomerSegment" : "default",
    "RTargetObjectSelected" : "Agent Group Everybody",
    "RTargetRuleSelected" : "",
    "RTargetPlaceSelected" : "Place_1002",
    "RTargetAgentGroup" : "Agent Group Everybody",
    "RTargetObjSelDBID" : "123",
    "ServiceType" : "default",
    "_smsSrcNumber" : "+33298143456",
    "RTargetAgentSelected" : "1002",
    "RTenant" : "defaultTenant",
    "RVQID" : "",
    "CBR-contract_DBIDs" : "",
    "CBR-Interaction_cost" : "",
    "ChatServerPort" : "23874",
    "_smsDestNumber" : "+33298143322",
    "RTargetRequested" : "Agent Group Everybody",
    "CBR-IT-path_DBIDs" : "",
    "RStrategyDBID" : "480",
    "CBR-actual_volume" : "",
    "RStrategyName" : "sms-session-inbound"
  },
  "binary_content" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/binary_content",
  "structured_text" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/structured_text",
  "status" : 3,
  "subject" : "SMS chat",
  "timeshift" : 1,
  "type" : "Inbound",
  "interaction_id" : "00001a57JGQ00BW8",
  "allow_children" : true,
  "end_date" : "2009-08-05T09:34:04.140Z",
  "owner_id" : 124,
  "sub_type" : "InboundNew",
  "released_date" : "2009-08-05T09:33:59.000Z",
  "entity_type" : 2,
```

```
  "creator_app_id" : 175,
  "thread_id" : "00001a57JGQ00BW9",
  "start_date" : "2009-08-05T09:33:10.000Z",
  "structured_text_mime" : "text/xml",
  "customer_id" : "00001a57JGQ00BVU"
}
```